

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

PUBLIC INFORMATION SPECIALIST

DEFINITION:

Under general supervision, to perform complex public information duties at the Central City Information Center via phone and/or at the public counter and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is a specialized class within the Public Information series. Positions classified at this level may be underfilled by Public Information Clerk in accordance with the City's Career Advancement Program. Allocation to Public Information Specialist is based upon the following criteria:

- 1) the information provided must be varied and complex;
- 2) the qualifying public information duties must be a primary function of the job and performed at the Central City Information Center.

*** EXAMPLES OF DUTIES:**

- Responds to City-wide telephone calls from the public and in-person inquiries at the Central City Information Center;
- Provides information on a variety of City, State, County, Federal, local government, civic events and referral services;
- Maintains the "CityLine" San Diego multi-media Kiosk System by updating, changing, adding and/or deleting public information in the database;
- Maintains the City offices Telephone Directory and sale of this directory and other publications;
- Updates general information files pertaining to federal, state, county and City agencies, as well as general tourist information;
- Assists in collecting and researching, data and materials which could involve contacting the Mayor's office, Council offices, City Manager's office, etc. to obtain information to be used in press releases prepared by the City's Public Information Officers;
- Maintains a log of all current events and meetings related to the various City departments;
- Monitors and assists employees with the City Vehicle Pool check in/out system; coordinates vehicle reservations; maintains keys for all pool vehicles; and coordinates the preventive maintenance of these vehicles and their timely repair;
- Edits, updates, types and distributes lists of elected officials, department heads, and Council committee meeting schedules;
- Creates, modifies and queries computerized files;
- Coordinates scheduling of City Administration Lobby for public displays and exhibits.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

One year of clerical experience which includes six months of experience providing detailed, complex information to the public as a primary job function; **AND** six months of experience at the Central City Information Counter. Ability to type at a corrected speed of 30 net words per minute.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.